

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,122	1,054	6%
	Admits	651	636	2%
	Discharges	487	648	-25% ▼
	Service Hours	5,213	5,890	-11% ▼
	Bed Days	4,783	3,805	26% ▲
	S.Rehab/PHP/IOP	670	465	44% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 26 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Participation in Treatment		72%	80%	92%
Quality and Appropriateness		71%	80%	93%
Respect		71%	80%	91%
Access		61%	80%	88%
General Satisfaction		50%	80%	92%
Overall		50%	80%	91%
Outcome		50%	80%	83%
Recovery		50%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	880	70.0%
	IOP	98	7.8%
	Residential Services	94	7.5%
	Case Management	56	4.5%
	Medication Assisted Treatment	39	3.1%
	Mental Health	Case Management	90

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	118	11%	10%	Male	600	54%	59%	
26-34	237	22%	20%	Female	521	46%	41%	
35-44	330	31%	24%	Transgender			0%	
45-54	210	20%	18%	Race	White/Caucasian	848	76% ▲	61%
55-64	144	13%	19%		Other	113	10%	13%
65+	35	3%	9%		Black/African American	86	8%	17%
					Unknown	60	5%	7%
Ethnicity	Non-Hispanic	862	77%	68%	Asian	7	1%	1%
	Hisp-Puerto Rican	163	15%	11%	Am. Indian/Native Alaskan	3	0%	1%
	Hispanic-Other	57	5%	9%	Multiple Races	3	0%	1%
	Unknown	28	2%	12%	Hawaiian/Other Pacific Islander	2	0%	0%
	Hispanic-Mexican	12	1%	1%				
Hispanic-Cuban			0%					

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	662	595	11% ▲
Admits	369	259	42% ▲
Discharges	194	295	-34% ▼
Service Hours	3,729	3,333	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	83%
Valid TEDS Data	86%	72%
On-Time Periodic		
6 Month Updates	1%	14%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		89	46%	50%	41%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		477	69%	75%	62%	-6%
Abstinence/Reduced Drug Use		318	46%	55%	33%	-9%
Employed		278	40%	50%	32%	-10%
Stable Living Situation		519	75%	95%	65%	-20% ▼
Improved/Maintained Function Score		275	40%	75%	30%	-35% ▼
Self Help		43	6%	60%	16%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		452	91%	90%	61%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		192	54%	75%	56%	-21% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

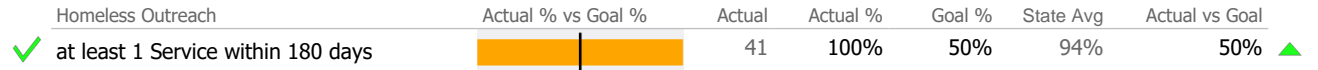
* State Avg based on 105 Active Standard Outpatient Programs

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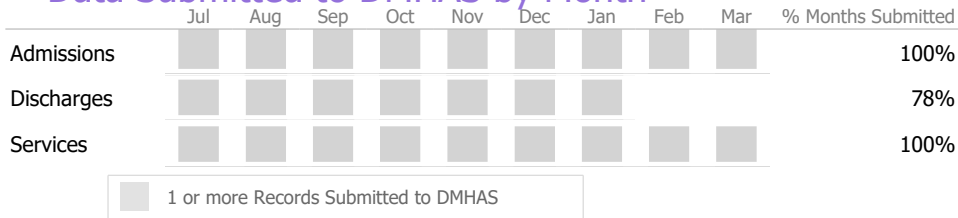
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	23	239% ▲
Admits	41	11	273% ▲
Discharges	36	1	3500% ▲
Service Hours	285	26	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	37	▼
Admits	-	38	-100% ▼
Discharges	-	41	-100% ▼
Service Hours	-	89	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	91%
Valid TEDS Data	N/A	93%
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On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	47%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		N/A	N/A	55%	50%	-55% ▼
● Employed		N/A	N/A	50%	26%	-50% ▼
● Improved/Maintained Function Score		N/A	N/A	75%	52%	-75% ▼
● Not Arrested		N/A	N/A	75%	62%	-75% ▼
● Self Help		N/A	N/A	60%	29%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	83%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

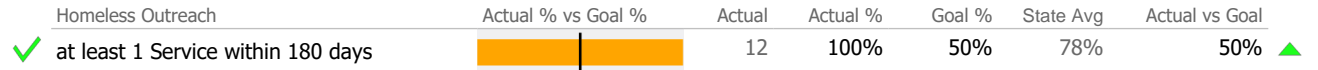
* State Avg based on 59 Active Standard IOP Programs

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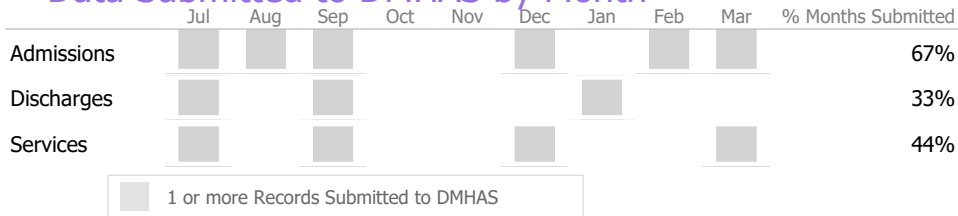
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	89	-37% ▼
Admits	12	41	-71% ▼
Discharges	33	46	-28% ▼
Service Hours	79	248	-68% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39		
Admits	38	-	
Discharges	21	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
Valid TEDS Data	99%	86%
On-Time Periodic		
6 Month Updates	0%	40%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

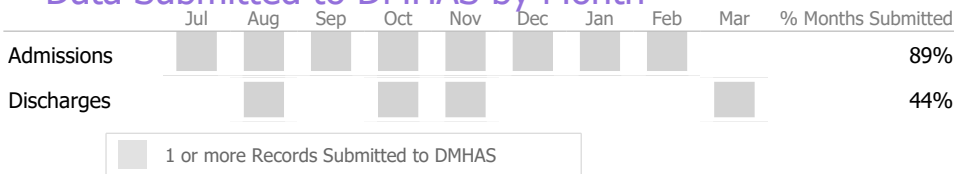
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	38%	50%	36%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		40	100%	75%	72%	25% ▲
Stable Living Situation		29	72%	95%	69%	-23% ▼
Employed		10	25%	50%	31%	-25% ▼
Abstinence/Reduced Drug Use		10	25%	55%	51%	-30% ▼
Self Help		4	10%	60%	18%	-50% ▼
Improved/Maintained Function Score		7	18%	75%	19%	-57% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	227	345	-34% ▼
Admits	24	150	-84% ▼
Discharges	63	132	-52% ▼
Service Hours	767	1,871	-59% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	83%
Valid TEDS Data	64%	72%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	32%	50%	41%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		106	47%	75%	62%	-28% ▼
Employed		43	19%	50%	32%	-31% ▼
Abstinence/Reduced Drug Use		44	19%	55%	33%	-36% ▼
Improved/Maintained Function Score		85	37%	75%	30%	-38% ▼
Stable Living Situation		108	48%	95%	65%	-47% ▼
Self Help		7	3%	60%	16%	-57% ▼

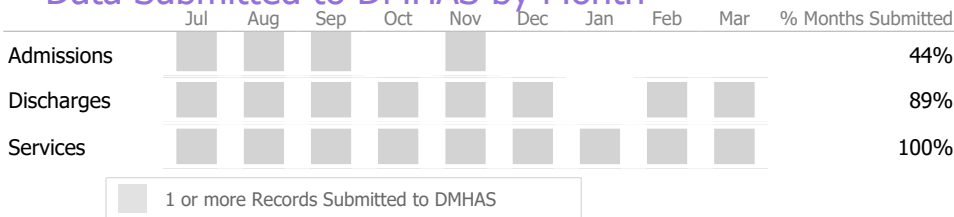
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		87	53%	90%	61%	-37% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	67%	75%	56%	-8%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	33	-85% ▼
Admits	-	26	-100% ▼
Discharges	5	23	-78% ▼
Bed Days	143	306	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	91%
Valid TEDS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	1%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	70%	65%	10% ▲
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	90%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	67%	-15% ▼

Recovery

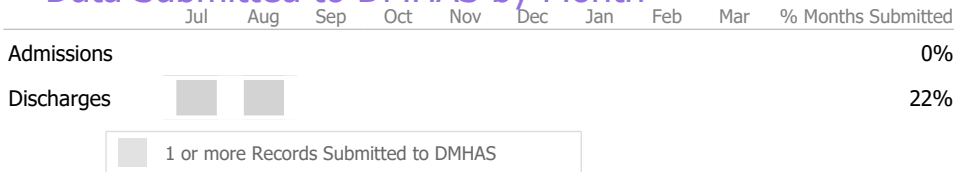
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		5	100%	70%	68%	30% ▲
● Improved/Maintained Function Score		0	0%	95%	55%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	97 days	2.0	5%	90%	113%	-85% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	36	153% ▲
Admits	78	33	136% ▲
Discharges	79	30	163% ▲
Bed Days	4,640	1,877	147% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	91%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	1%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		46	58%	70%	65%	-12% ▼
No Re-admit within 30 Days of Discharge		73	92%	85%	90%	7% ▲
Follow-up within 30 Days of Discharge		31	67%	90%	67%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		77	85%	70%	68%	15% ▲
Improved/Maintained Function Score		63	69%	95%	55%	-26% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	72 days	0.1	169%	90%	113%	79% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	100%

Legend: █ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

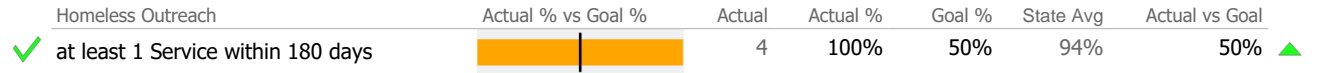
* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

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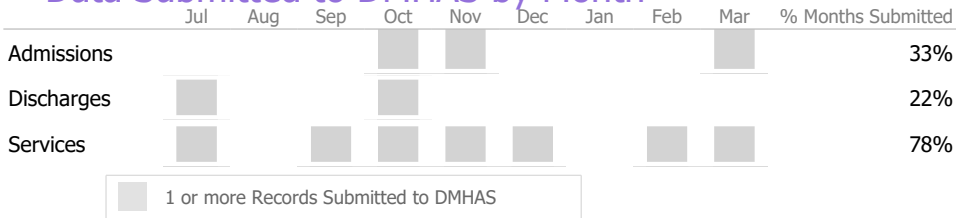
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	13	15% ▲
Admits	4	13	-69% ▼
Discharges	3	-	
Service Hours	53	22	134% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	85	15% ▲
Admits	85	64	33% ▲
Discharges	53	70	-24% ▼
Service Hours	301	293	3%
Social Rehab/PHP/IOP Days	670	304	120% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	91%
Valid TEDS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	3%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	55%	50%	47%	5%
● Follow-up within 30 Days of Discharge		25	86%	90%	80%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		71	70%	55%	50%	15% ▲
✓ Not Arrested		81	79%	75%	62%	4%
● Stable Living Situation		87	85%	95%	81%	-10%
● Improved/Maintained Function Score		52	51%	75%	52%	-24% ▼
● Employed		27	26%	50%	26%	-24% ▼
● Self Help		12	12%	60%	29%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	92%	90%	83%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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